



CO-OPERATION, FOOD AND
CONSUMER PROTECTION DEPARTMENT
FOOD AND CONSUMER PROTECTION

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©
GOVERNMENT OF TAMIL NADU
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Chapter – 1
CIVIL SUPPLIES AND CONSUMER
PROTECTION DEPARTMENT

Introduction

ஆற்றுவா ராற்றல் பசியாற்றல் அப்பசியை
மாற்றுவா ராற்றலிற் பின்

திருவள்ளூர்

1.1 Tamil Nadu Government is committed for providing Food Security to all its citizen through the Universal Public Distribution System. Our State played the crucial role in formulating and implementing various policy initiatives to ensure that all its citizens have physical and economic access to sufficient, safe and nutritious food.

1.2 The food policy of the State focuses on ensuring Food Security through robust procurement of food grains; Safe and improved storage of procured food grains, efficient and equitable distribution of food grains / essential

commodities after due authentication under the Universal Public Distribution System, besides making timely intervention for preventing rise in price of Essential Commodities.

1.3 Enabling Consumers to avoid exploitation from unfair trade practices is another vital function of this Department. Creating awareness among consumers, providing effective legal remedies through State and District Consumer Dispute Redressal Commissions are the core areas of Consumer Welfare Policy of this Government.

1.4 Public Distribution System: Government of Tamil Nadu has been implementing Public Distribution System for over 50 years to prevent food insecurity and malnutrition even before the introduction of the National Food Security Act, 2013, which itself was a sequel to the Hon'ble Supreme Court of India's verdict in 2001 that,

Constitution of India enshrined the right to food for every citizen.

1.5 The Universal Public Distribution System being implemented in Tamil Nadu extends food security with nutritional support to the residents of Tamil Nadu without discrimination on the basis of economic as well as social status to all its citizen. In addition to the regular food grains i.e., Rice and Wheat, Sugar, Tur Dal and Palmolein Oil are being distributed under the Public Distribution System to the family cardholders. Steps are being taken to distribute Ragi in Dharmapuri and the Nilgiris districts on a pilot basis in lieu of Rice at the rate of 2 kg per cardholder.

1.6 Fair Price Shops: Fair Price Shop is the cutting-edge point of the Public Distribution System chain that stores and supplies essential commodities to the cardholders. Fair Price Shops

in Tamil Nadu are run by the Public Institutions / Public Bodies when compared to other state which are run by private bodies. Most of the Fair Price Shops are run by Cooperative Department through registered cooperative societies, followed by Tamil Nadu Civil Supplies Corporation and small number of shops are run by women self-help groups / other cooperative societies. These Fair Price Shops are located within a convenient reach of the ration cardholders in such a way that no cardholder in plains need to travel more than 1.5 km and in hilly areas more than 1 km. Special focus is given for running Fair Price Shops to cater to the needs of the vulnerable groups especially in remote and inaccessible, hilly and tribal areas. Wherever necessary, part time shops and mobile Fair Price Shops are functional, to ensure that cardholders in their areas receive their entitlements in a comfortable manner.

1.7 Number of Fair Price Shops in the State as on 28/02/2023 are as follows:

Sl. No.	Agency	Full Time	Part Time	Total
1.	Co-operative Societies (Under the Registrar of Co-operatives Societies)	24,058	9,644	33,702
2.	Other Co-operative Societies	272	26	298
3.	Tamil Nadu Civil Supplies Corporation	1,247	228	1,475
4.	Women SHGs	441	25	466
Total		26,018	9,923	35,941

1.8 Out of the above Fair Price Shops, 3,670 shops are functioning in own buildings, 24,139 shops are functioning in rent-free buildings and 8,132 are functioning in rental buildings. Appropriate steps are being taken to house these rental shops in new and own buildings to be constructed under various schemes by the State.

1.9 Model Fair Price Shops: In order to improve the external and internal ambience and to improve the cardholder and salesmen satisfaction, and as part of 75 years of Independence celebration in each district, a minimum of 75 Fair Price Shops were identified. Under this activity, in addition to improved storage practices like storage of food grains in stainless steel drums for easy distribution, Crates for stacking the food grains bags in order to save it from dampening, colour washing has been done to give a face lift to the external ambience. Inspiring quotes of prominent personalities are written on the walls, shelters and seating arrangements have been provided for waiting cardholders. So far works have been completed in 2,965 Fair Price Shops in phase-I and efforts are being taken to cover all the remaining Fair Price Shops over a period of 18 months. Moreover, a total of 5,743 shops have got ISO certification. Out of them 3,712 Fair Price Shops have got

ISO:9001 certification, 2,019 Fair Price Shops have got both ISO:9001 and ISO:28000 certification and 12 Fair Price Shops have got ISO:28000 certification alone. [ISO:9001 certification is for Quality Management System; ISO:28000 certification is for Security in Supply Chain Management and Storage].

1.10 Smart Family Cards: The smart family cards containing Quick Response (QR) code are being issued to the family cardholders to enable them to draw their rations through the Point of Sale (PoS) devices installed in Fair Price Shops. From May 2021 to February 2023, 13,87,656 new family cards have been issued to the eligible applicants under the Universal Public Distribution System.

1.11 To avoid duplication and to ensure only genuine beneficiary are enrolled, Aadhaar number of each beneficiary have been captured in the family card data base. However aged, physically

ill and differently abled person who are unable to take Aadhaar are being included as a beneficiary even without Aadhaar numbers.

1.12 Types of Smart family cards: Based on the option exercised by the applicants and as per the norms of National Food Security Act, 2013 smart family cards have been broadly classified under five categories in Tamil Nadu. The categories of smart family cards as on 28.02.2023 are as detailed below:

Sl. No.	Type of Smart Family Card	Commodities Entitled	No. of Family Cards
1.	Priority Household (PHH)	All Commodities including Rice	96,06,259
2.	Priority Household - Antyodaya Anna Yojana (PHH-AAY)	All Commodities including 35kg of Rice	18,65,460
3.	Non-Priority Household (NPHH)	All Commodities including Rice	1,04,37,007

4.	Non-Priority Household-Sugar (NPHH-S)	Sugar option cards (All commodities except Rice)	3,82,713
5.	Non-Priority Household- No Commodity (NPHHNC)	No Commodities	61,434
Total Smart Family Cards			2,23,52,873

1.13 AAY family cards (Antyodaya Anna Yojana): The poorest of the poor families who are exclusively depend on the Public Distribution System for their daily food needs are being covered under Antyodaya Anna Yojana scheme as per the directions of the Government of India and supplied with 35 kg of food grains per month per family at free of cost and other commodities as per entitlements at subsidized rate. The number of AAY cardholder as on 28.02.2023 is 18,65,460.

1.14 Family Cards for Police, Prison and Forest Department Personnel: As a welfare measure to the Uniformed Services Personnel,

Government is supplying all essential commodities at normal issue price except Tur Dal, Sugar and Palmolein Oil which are provided to them through the Fair Price Shops at half the rate of Public Distribution System viz.,

Sugar	:	Rs.12.50/kg
Tur Dal / Canadian Yellow Lentil	:	Rs.15.00/kg
Palmolein Oil	:	Rs.12.50/litre

Uniformed Service Personnel in the rank from Second Grade Constables to Inspectors in Police Department, Cavady to Forest Ranger working in Forest Department and Second Grade Warden to Deputy Jailor working in Prison Department are issued with Non-Priority House Hold (NPHH) cards tagged as 'Police Cards' in the PoS devices provided in the Fair Price Shop and extended with this benefit. As on 28.02.2023, 63,651 such family cards are in circulation.

1.15 Annapoorna (ANP) and Old Age Pension (OAP) beneficiaries:

The Government is providing 10 kg and 5 kg of rice per month respectively without cost under Public Distribution System to 6,033 Annapoorna (ANP) and 3,44,128 Old Age Pension (OAP) beneficiaries residing in the State.

1.16 Scale of Supply of Essential Commodities Under Public Distribution System:

The essential commodities viz., Rice, Wheat, Sugar, Kerosene are being supplied to the family cardholders under Public Distribution System. Tur Dal and Palmolein oil are also distributed under Special Public Distribution System in subsidized prices. The cardholders are at liberty to draw commodities in one instalment or as per choice. The scale of supply and issue price of these commodities under Public Distribution System are as follows:

Sl. No	Name of the Commodity	Issue Price (Kilo / Litre)	Scale of Supply
1.	Rice	Free of Cost	<p>Since 01.11.2016, the National Food Security Act, 2013 is being implemented by the State without altering the character of the Universal Public Distribution System. All rice cardholders are eligible for 5 kg of rice per person (including a child) per month while ensuring that the quantity supplied is not less than the present entitlement under Universal Public Distribution System.</p> <p>If there is only one person in a family card, the earlier eligible 12 kg of rice is being provided.</p> <p>1 Unit - 12 kg 1.5 Units - 14 kg 2 Units - 16 kg 2.5 Units - 18 kg 3 Units (or) 4 Units - 20 kg</p>

			5 Units and above get 5 kg of rice per member AAY cardholders can draw 35 kg of rice per card.
2.	Wheat	Free of Cost	Maximum of 10 kg per card per month in Chennai City and District Headquarters and 5 kg per card per month in other areas in lieu of rice.
3.	Sugar	Rs.13.50 per Kg for AAY cards and Rs.25.00 per Kg for all other cards.	500 grams per head per month subject to a maximum of 2 kg for rice option cards. In the case of sugar option cardholders, 500 grams per head per month plus an additional quantity of 3 kg subject to a maximum of 5 kg per month.
4.	Kerosene	Ranging from Rs.15.00 to Rs.16.50 per litre.	Distribution is done based on the place of residence and the possession of the LPG connection to the family cardholders.
5.	Tur Dal	Rs.30.00 per kg	1 kg per card per month
6.	Palmolein Oil	Rs.25.00 per litre	1 litre per card per month

1.16.1 Rice: Rice is the staple food of the families residing in Tamil Nadu. Rice is drawn through Central pool allotment under PDS from the Food Corporation of India. The monthly allocation of rice by Government of India and its issue prices are as follows:

Sl. No.	Category	Monthly Allotment (in MT)	Issue Price per kg
1.	AAY	62,508.180	Free of cost (from 01.01.2023)
2.	PHH	1,41,376.420	Free of cost (from 01.01.2023)
3.	Tide Over	92,691.875	Rs.8.30
	Total	2,96,576.475	

In addition to the above, 1 LMT rice is also allocated under Universal PDS for supply to the Non Priority House Holds (NPHH) per month, cost for which is borne fully by the State Government. The average monthly offtake of rice is around 3.40 LMT.

1.16.2 Sugar: The quantity required under Public Distribution System for distribution of sugar to the family card holders is being procured by the TNCSC from cooperatives and from the open market. The total required quantity of sugar for distribution to the PHH, NPHH and NPHH-S family card holders is around 34,066 MTs per month. For AAY cardholders the Government of India allocation is being provided for a quantity of 1,864 MTs at a subsidised rate of Rs.18.50 per kg. AAY cardholders are distributed sugar at the rate of Rs.13.50 per kg and for the family cards other than AAY cards sugar is being supplied at the rate of Rs.25/- per kg. The differential cost is being borne by the Government of Tamil Nadu.

1.16.3 Wheat: The Government of India have reduced the monthly allocation of wheat to this State to 8,532.354 MTs from June 2022 which is meant for PHH and PHH-AAY beneficiaries only.

Since Wheat is supplied at free of cost to all the cardholders in lieu of rice in their entitlement of food grains, necessary steps have been taken to procure the additional requirement from the OMSS (D) scheme implemented by the Food Corporation of India.

1.16.4 Kerosene: The monthly allocation of kerosene have been gradually cut down by Government of India. Kerosene is being supplied for cooking and lighting purposes to the family card holders either not having LPG connection or having single LPG connection. To meet this requirement around 38,165 KL of kerosene is required per month. However, Government of India has reduced the allocated quantity to 4,520 KL from April 2022 onwards. The allocated quantity works out only 12% of the state's requirement. Continuous requests are being made to Government of India for additional allocation of kerosene in order to meet the requirement under Public Distribution System.

1.16.5 Special Public Distribution System

(SPDS): The Government during 2007 led by the then Hon'ble Chief Minister Muthamizharignar Dr.Kalaingar introduced the Special Public Distribution System to control the price of pulses and edible oils in the open market, as well as to improve the nutritional value of the food basket of common people. Under this scheme 1 kg of Tur Dal and 1 litre pouch of Palmolein oil are given to all the cardholders at subsidized rate of Rs.30/- per kg and Rs.25/- per litre respectively. Every month around 20,000 MTs of Tur Dal and 2 Crore litres (pouches) of Palmolein oil are being procured and distributed to all the cardholders. The Special Public Distribution System scheme is fully funded by Government of Tamil Nadu.

1.16.6 Supply of Rice to Muslims during

Ramzan: Government of Tamil Nadu makes special allotment of rice to mosques for preparing "Nonbu Kanji" at the subsidized rate of

Rs.1/- per kg across the State for the benefit of fasting Muslims during "Ramzan" month every year. During the year 2022, 6,291.679 MT of rice has been provided for this purpose. Under this scheme it is being given for Ramzan month in the year 2023.

1.17 Distribution of Fortified Rice under Public Distribution System: To address the anaemia and micro nutrient deficiencies reported in the vulnerable sections of the society, Government of India have introduced the scheme of supply of fortified rice under Public Distribution System. Rice fortification is the process of addition of vitamins and micro nutrients such as Iron, Folic acid and vitamin B12 to Rice thereby improving its nutritional content. Fortified Rice is a blend of fortified rice kernals and polished raw rice / boiled rice in ratio of 1:100. Under the scheme fortified rice is supplied to all the Priority

House Hold Cardholders in Ramanathapuram and Virudhunagar districts from 01.12.2022.

1.18 Implementation of National Food

Security Act, 2013: The Government of Tamil Nadu implemented National Food Security Act, 2013 from 01.11.2016. The National Food Security Act, 2013 envisages entitlement of 35 kg of food grains per Antyodaya Anna Yojana family and 5 kg of food grains to each member of the Priority House Holds every month. With a view to protect the beneficiaries of Universal Public Distribution System adopted by this state, all rice card holders are allowed to continue their erstwhile entitlement or entitlement at the rate of 5 kg per member whichever is higher at free of cost. The priority households are identified as per the guidelines issued in the Tamil Nadu Food Security rules 2017, as required under the National Food security Act, 2013 and the details are hosted in the website www.tnpds.gov.in.

The priority house hold beneficiaries are covered from the Marginal / Vulnerable / Socially and Economically weaker sections of the society.

1.18.1 Grievance Redressal Mechanism: The District Revenue Officer / Deputy Commissioner have been appointed as District Grievance Redressal Officers (DGROs) to redress the grievances of the public on the functioning of the Public Distribution System as required under the National Food Security Act, 2013. Any aggrieved person may register his complaint with the District Grievance Redressal Officer or an officer authorised by him / her either in person or in writing or through dedicated toll-free numbers 1967 and 1800-425-5901 as well as through online complaint registration facility available in “www.tnpds.gov.in” portal. Besides, public can also lodge their grievances in the “Complaint Register” available in each Fair Price Shops.

1.18.2 Vigilance Committee: The Vigilance Committee have been constituted at State, all District, all Taluk and all Fair Price Shops level for ensuring transparency, proper functioning of the Public Distribution System and accountability of functionaries as required under the Tamil Nadu Food Security Rules, 2017. The Committees meet periodically and ensure effective functioning of the system and also address the grievances if any.

1.18.3 State Food Commission: The National Food Security Act, 2013 mandates the constitution of State Food Commission, under which the State Food Commission was constituted in February 2018. After working for five years its tenure has come to an end in February 2023. The selection of Chairman and members of the next State Food Commission is under process.

1.19 End to End Computerisation in Public Distribution System: The State Public Distribution System has been fully computerised

and all transactions are registered, processed, monitored and reviewed online through software application while the requests for new ration cards, mutations in existing ration cards and other services related to issue of family cards have been made fully online. On the other aspect, the supply chain management starting from the movement of commodities from the Public Distribution System godowns upto commodities reaching the Fair Price Shops have been fully computerized and made online, which ensures exact allocation of commodities for every Fair Price Shop, its proper movement and distribution to the family cardholders. Distribution happens only after authenticating the cardholder through biometric using the specifically installed Point of Sale devices in every ration shops, thus ensuring provision of benefits to the real beneficiaries without malpractices.

The Project includes the following:

- The public can apply online for new family cards, mutations in family cards and also track and status of applications etc.,
- Digitalization of family cards / beneficiary databases.
- Computerization of supply – chain management.
- Online allocation of commodities for Public Distribution System.
- Real time monitoring of movement of commodities at godowns and Fair Price Shops.
- The cardholders can view the availability of commodities in the attached Fair Price Shop through web.
- Bogus billing in Fair Price Shop is thwarted as transaction details are communicated through SMS to registered mobile numbers to every cardholders.

- Setting up of effective grievance redressal mechanisms.
- It has been planned to introduce iris based biometric authentication as an additional facility in all Fair Price Shops in 2023-24 for the benefit of the senior citizens / other persons, who may not be able to successfully complete the finger-print based Aadhaar Authentication due to change of fingerprints for various reasons.

1.19.1 Public Distribution System with Biometric Authentication:

Leveraging “Aadhaar” for unique identification with biometric information of entitled beneficiaries for proper targeting of beneficiaries is one of the reforms introduced in the National Food Security Act, 2013. Accordingly, the Aadhaar number of the family members are being captured at the time of processing of the applications seeking family cards. Around 99.2% of the beneficiaries

have seeded their Aadhaar number with the Smart Card till February 2023. The commodities are issued to any of the family members based on Biometric Authentication to ensure that the benefits reaches the intended beneficiary and to avoid malpractices at any level. If the fingerprint does not get authenticated due to poor biometrics of genuine beneficiaries, they can draw their entitlement through proxy mode thus ensuring food security to all. The Iris authentication is being implemented as pilot basis in 2 Fair Price Shops one in Urban (Chennai) and another in Rural (Ariyalur) districts since 17.10.2022.

Besides elderly people, differently abled people are provided with an option of exercising authorization and permitted to draw their entitled commodities from Fair Price Shops through their authorized representatives. Right now, on an average of 98 to 98.5% transactions are happening through biometric authentication.

1.20 Integrated Management of Public Distribution System (IM-PDS):

One Nation One Ration Card scheme has been implemented in the State since October 2020. Under IM-PDS Scheme, the Priority Cardholders of National Food Security Act, 2013 from any other State can draw their entitled food grains in Tamil Nadu through Inter-State Portability mode from any fair price shops of their choice after successful biometric authentication. Further, under Intra-State Portability option, any card holder from our state can avail their benefits under Public Distribution system from any of the Fair Price Shops of their choice after successful biometric authentication.

1.21 Pongal Gift Hamper: In order to celebrate the Pongal Festival 2023, the Government provided cash support of Rs.1000/-, one kg Raw Rice, one kg Sugar and a full length Sugarcane to all the Rice cardholders and to the Srilankan Tamil families residing in the Rehabilitation Camp. The

Government have sanctioned Rs.2429.05 Crore and 2.14 Crore cardholders benefited through the scheme.

1.22 Food Subsidy: The State is implementing Universal Public Distribution System under which Rice and Wheat are distributed free of cost. Under the Special Public Distribution System other commodities are distributed at heavily subsidized costs. The State Government bears huge expenditure every year towards the Food Subsidy, in order to procure and distribute the essential commodities. The Government has allotted a sum of Rs.10,500 Crore towards food subsidy for the year 2023-2024.

1.23 Purification of Family Card Data: The Government is taking all the steps to keep the family card database updated. From May 2021 to February 2023, 3,26,305 cards and 15,78,731 family members have been deleted from family

card data base due to various reasons viz., death, migration etc.,

1.24 Sustainable Development Goals

1.24.1 “No Hunger”: To end hunger, achieve food security and improved nutrition, the State Government has ensured food and nutritional security for all families by providing Rice, Wheat, Sugar, Palmolien Oil, Tur Dal and Kerosene at a subsidized rate under the Universal Public Distribution System.

1.24.2 “Affordable and Clean Energy”: To ensure access to sustainable and modern energy, LPG gas connection has been provided to about 90% families by the efforts taken by Government of Tamil Nadu. In 2006, Government led by the then Hon’ble Chief Minister Muthamizharignar Dr.Kalaaignar has helped 28,94,295 lakh families to get LPG gas connection by paying caution deposits and providing gas stoves at free of cost.

Chapter - 2

CONSUMER PROTECTION

2.1 Consumer Protection policy of Government aims at enabling the consumers make well informed decisions about their choices and have easy access to effective redress mechanisms. For this purpose, the Department undertakes the following activities:

- i. Creation of awareness about the provisions of Consumer Protection Act, 2019 rules and regulations made there under, which entails fair, equitable and consistent outcomes for the consumers keeping in pace with the challenges faced by them in the digital age.
- ii. Protecting Consumers from exploitation through alternative consumers dispute mechanism, which will help consumers to get their disputes resolved from even without approaching Consumer Disputes Redressal Mechanism or Commission.

- iii. Suggesting Policy changes in Government Departments providing services to the public, to improve effective delivery system in consumer services.

To achieve this objective, the department undertook the different activities on continuous basis in the following areas viz.,

2.2 Citizen Consumer Clubs: It is the non-formal proactive system of imparting consumer education to students by involving them in various consumer welfare and consumer protection activities. At present, there are 2000 Citizen Consumer Clubs functioning in Educational Institutions with not less than 50 members in each club. The activities of the Citizen Consumer Clubs are jointly carried out by an activist from the identified Voluntary Consumer Organization and a teacher level coordinator from the Educational Institution.

2.3 State Consumer Helpline: The State Consumer Help Line has been established in the Office of the Commissioner of Civil Supplies and Consumer Protection on 02.11.2009. This helpline provides an alternate grievances redressal mechanism, where a consumer can make complaints / seek clarifications. It attempts to issue clarifications and / or resolve the complaints by contacting the seller. This service is available both in Tamil and English and may be availed through the following means:

Telephone No.	E-mail Address	Online Registration
044-2859 2828	consumer@tn.gov.in	www.consumer.tn.gov.in

2.4 Consumer Protection Web Portal: An exclusive website, www.consumer.tn.gov.in containing valuable information like definitions, duties and responsibilities of consumers etc., is being maintained with the help of National

Informatics Centre, Chennai. The website contains details of all the programs on consumer protection, awareness, publications of the Department besides having a provision for filing complaints regarding violation of consumer rights. The website also provides information relating to other services provided by the Civil Supplies and Consumer Protection Department.

2.5 Tamil Nadu Nugarvor Kavasam: To educate consumers about their rights, in general, as envisaged in Acts, Standards, Rules and Codes in each sector, through the print media a well-designed monthly magazine “Tamil Nadu Nugarvor Kavasam” is being published and distributed to all Government Offices, Voluntary Consumer Organizations and Public Libraries in the State.

2.6 Observing National Consumer Day and World Consumer Rights Day:

Government have sanctioned grants-in-aid for organising awareness events on Consumer Protection and celebration of the World Consumer Rights Day on 15th March and National Consumer Day on 24th December every year.

2.7 Tamil Nadu State Consumer Welfare Fund (TNSCWF):

Government have Constituted Tamil Nadu State Consumer Welfare Fund with contribution of Rs.1 Crore shared equally between the State Government and the Central Government at the rate of Rs.50 Lakh each towards the seed money. The punitive fines and the fee collected by District and State level Disputes Redressal Commissions are being credited to said Tamil Nadu State Consumer Welfare Fund. In addition to the creation of Tamil Nadu State Consumer Welfare Fund, a Corpus Fund has also been constituted, with a total contribution of Rs.10 Crore to be shared between

the Central Government and the State Government at the ratio of 75:25. The said fund is being kept as Fixed Deposit in the TANSSCOPE account. The interest generated from the Corpus Fund is transferred to the Tamil Nadu State Consumer Welfare Fund-Corpus. Now, the said Corpus Fund has been enhanced as Rs.20 Crore and the enhanced amount of Rs.10 Crore (Central Govt. Rs.7.5 Crore and State Govt. Rs.2.5 Crore) has been received and deposited as Fixed Deposit in the TANSSCOPE account. All Consumer Awareness and Consumer Protection activities are being carried out through the interest generated out of the said Corpus Fund as well as the Tamil Nadu State Consumer Welfare Fund.

2.7.1 Tamil Nadu State Society for Consumer Protection and Empowerment (TANSSCOPE):

In order to effectively implement the Consumer Protection and Awareness activities across the State, the Government in the year 2009 have established the Society called Tamil Nadu State

Society for Consumer Protection and Empowerment (TANSSCOPE), a State Level Organization with the Commissioner of Civil Supplies and Consumer Protection as its President and members from Government and Non-Governmental sectors. Consumer Protection, Consumer awareness, Consumer Education all other consumer related activities are carried out through TANSSCOPE.

2.8 Legal Redressal of Consumer

Grievances: The Consumer Protection Act, 2019 provides a three tier quasi-judicial consumer grievance redressal mechanism at the National, State and District levels as follows:

- National Consumer Disputes Redressal Commission
- State Consumer Disputes Redressal Commission
- District Consumer Disputes Redressal Commission

2.8.1 National Consumer Disputes Redressal

Commission: The National Commission is the Apex quasi-judicial body functioning at New Delhi. It has original jurisdiction to entertain complaints where the value of goods or services paid as consideration, exceeds Rs.2 Crore. It also acts as appellate and Revisional authority over the State Consumer Disputes Redressal Commission.

2.8.2 State Consumer Disputes Redressal

Commission: The State Commission is the Apex quasi-judicial body functioning at Chennai. It has original jurisdiction to entertain complaints where the value of the goods or services paid as consideration exceeds Rs.50 Lakhs but does not exceed Rs.2 Crore before this Commission. The President of the State Commission is the retired/serving High Court Judge. He is assisted by two judicial members and two non-judicial members. Among them at least one must be a women. A Circuit Bench of State Commission is functioning

at Madurai from 11.08.2012 comprising 13 southern districts like that of Hon'ble Madurai Bench of Madras High Court. So far (February 2023), 29,047 cases were disposed out of 31,877 cases (91%) filed since inception. The State Commission, Chennai and Circuit Bench of State Commission, Madurai plays the role of appellate and Revisional authority over the District Consumer Disputes Redressal Commissions.

2.8.3 District Consumer Disputes Redressal

Commission: Any consumer can file a complaint before the District Commission to entertain complaints where the value of goods or services paid as consideration does not exceed Rs.50 Lakhs. The Consumer Protection Act, 2019 mandates that every revenue district should have a District Consumer Disputes Redressal Commission. The District Commission is headed by a Retired District Judge / Advocate as President with two Members. Among them at least

one must be a women. So far, (February, 2023) 1,24,866 cases were disposed out of 1,32,723 cases (94%) filed since inception.

2.8.4 Effective disposal of cases: Under the New Consumer Protection Act, 2019, all the vacancies in the post of President (32) and Members (55) in the District Commissions have been filled up by the Government in the past one year. The Members of the District Commission have been filled up in the scale of pay of Deputy Secretary to Government. Necessary instructions were given by this Commission to the Members of the District Commission for delivering judgements independently for speedy disposal. The President, SCDRC, Chennai reviews the performance of the President and Members of the District Commission every month and give instructions to reduce the pendency of consumer cases.

Chapter - 3

PRICE CONTROL MEASURES

3.1 A Price Monitoring Cell is functioning in the Commissionerate of Civil Supplies and Consumer Protection under the direct control of the Commissioner. This cell monitors the prevailing retail and wholesale price of select food commodities like rice, wheat, pulses, sugar, edible oils and vegetables on a daily basis, in the open market. This cell submits report to the higher authorities if any abnormal price hike is noticed in food commodities and vegetables so as to enable the Government to make appropriate intervention to control the price.

3.2 Measures taken by the Government of Tamil Nadu: A Price watch Committee has been set up under the chairmanship of Hon'ble Minister of Food and Civil Supplies Department, for taking appropriate measures for the control of rise in

prices of essential commodities. During May 2022 tomato prices have sky-rocketed. The Government took immediate action to bring down the price by distributing tomatoes through co-operative farm fresh outlets, co-operative wholesale stores and select Fair Price Shops. A Price Stabilization Fund of Rs.100 Crore has also been set up to control the rise in prices of essential commodities in the open market thereby safeguarding the interest of the consumers. Department makes intervention when required to control price rise.

Chapter - 4

ENFORCEMENT - CIVIL SUPPLIES CID

4.1: The Government of Tamil Nadu is taking various measures to ensure food security for all the citizens of the State by providing essential commodities through the Fair Price Shops. The essential commodities which are being distributed through the fair price shops, are often being smuggled / hoarded by the anti-social elements. In order to curb this menace of hoarding / smuggling, the Civil Supplies CID of the State has been taking various steps to control the smuggling of essential commodities with iron hand. The Civil Supplies CID enforces the two Acts, viz.

- i. The Essential Commodities Act, 1955 (EC Act)
- ii. The Prevention of Black Marketing and Maintenance of Supplies of Essential

Commodities Act, 1980 (PBMMSEC Act) and various control orders issued by the Government of India and Government of Tamil Nadu under the above Acts.

The Civil Supplies CID is headed by Additional Director General of Police and assisted by 4 Superintendents of Police (manning Chennai, Coimbatore, Tiruchirappalli and Madurai Zones) and 12 Deputy Superintendents of Police, Inspectors, Sub-Inspectors and other ranks for 40 Civil Supplies CID units. Besides, 8 Special Patrol Teams are functioning in the border districts to prevent the smuggling of PDS commodities. In this, 2 Superintendent of Police, 8 Deputy Superintendents of Police, 6 Sub-Inspectors of Police, 24 other ranks, 1 Superintendent, 1 Assistant, 2 Junior Assistant and 1 Typist posts were newly created after the formation of this Government in May 2021. Further 3 newly created Special Patrol Teams were formed at

Pollachi, Tiruvallur and Uthamapalayam on redeployment basis.

4.2 Achievements of the Civil Supplies CID:

During the period from 01.01.2022 to 31.12.2022, a total number of 9,325 cases were registered by Civil Supplies CID units. In which 67,511 quintals of PDS Rice, 15,217 litres of PDS Kerosene and 1,492 numbers of LPG domestic cylinders (used for commercial purposes) were seized. Further, 2,53,034 litres of adulterated Diesel was seized. The total value of the seized commodities was Rs.6,60,74,492/-. Further 9,242 accused, who were involved in the smuggling / hoarding of PDS commodities were arrested and 2,040 vehicles were seized. 80 accused were detained under Prevention of Black marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBMMS EC Act). Since 7th May 2021 to 27th March 2023 the action taken may be seen from the table compared to the previous period from 17th June 2019 to 6th May 2021.

**STATE LEVEL PERFORMANCE – FOR THE PERIOD
FROM 17.06.2019 TO 06.05.2021 AND FROM
07.05.2021 TO 27.03.2023**

Sl. No	Particulars	17.06.2019 to 06.05.2021	07.05.2021 to 27.03.2023
1	Cases Detected under the EC Act, 1955	10,810	15,867
2	Total arrests effected	9,826	16,030
3	Total number of vehicles seized	2105	3437
4	Detention under the PBMMSEC Act, 1980	72	142
5	Total value of the property (in Rupees)	6,91,21,612/-	15,24,03,096/-
Diesel Case Abstract			
6	Number of cases (Bio-Diesel)	24	71
7	Bio Diesel (litres)	2,02,727	8,18,180
8	No. of vehicles seized	28	73

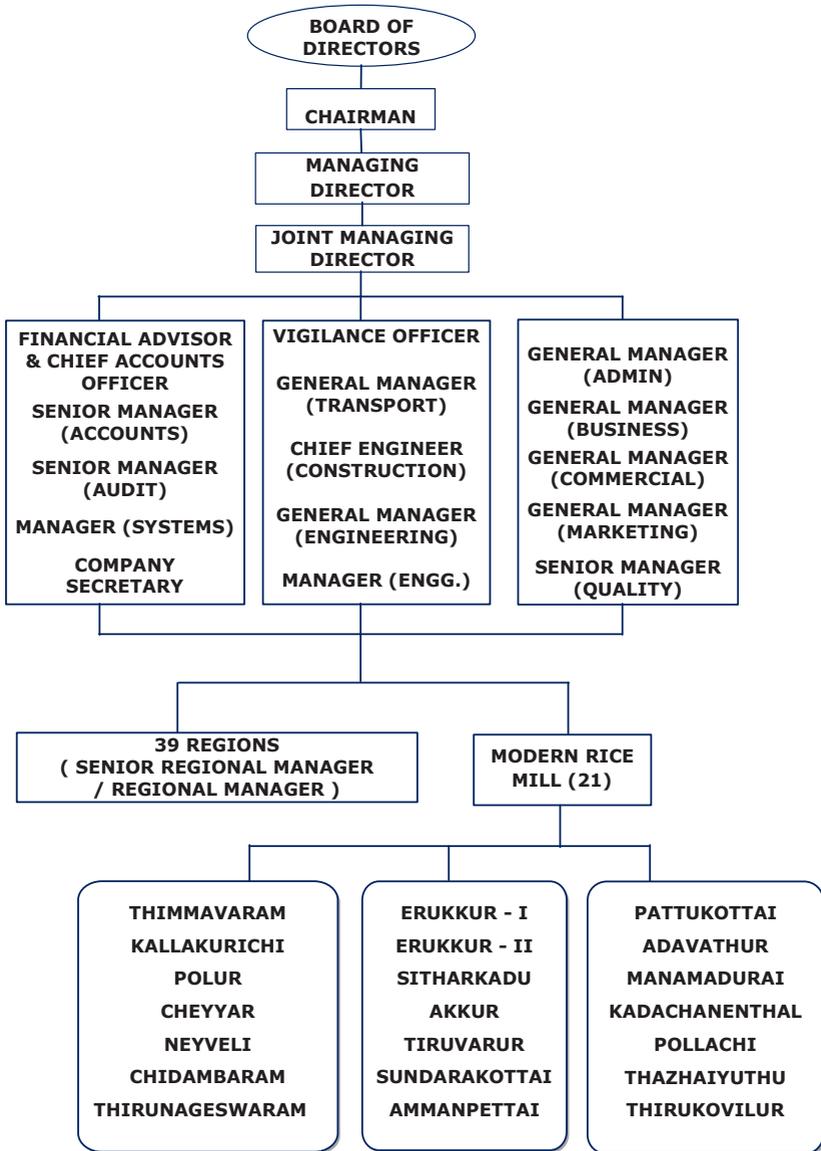
Chapter - 5

TAMIL NADU CIVIL SUPPLIES CORPORATION

5.1 Tamil Nadu Civil Supplies Corporation was established in the year 1972 by the then Hon'ble Chief Minister Muthamizharignar Dr.Kalaignar Karunanidhi to ensure food security for the people of the State and mainly involved in the procurement, storage and distribution of essential commodities under the Public Distribution System. TNCSC was registered under Section 25 of the Companies Act, 1956 (Section 8 of Companies Act, 2013) on 1st April 2010 and is functioning as a "No Loss No Profit" organization.

5.2 Organisational Setup: Tamil Nadu Civil Supplies Corporation is headed by the Board of Directors comprising eleven members. The Additional Chief Secretary to the Government,

Cooperation, Food and Consumer Protection Department is the Chairman of the Board of Directors. The Corporation consists of 7,623 permanent employees and deployed in the Head Office, Regional Offices, Godowns, Modern Rice Mills, Amudham Fair Price Shops and Amudham Departmental Stores across the State and 5,272 Seasonal Employees deployed in the Direct Procurement Centres. In addition to the above employees, 4,685 loadmen and 33,259 Seasonal loadmen are engaged in the godowns, Direct Procurement Centres and in the Modern Rice Mills of the corporation.



5.3 Activities of the Corporation: The main activities of TNCSC are

(a) Procurement of Paddy and Ragi from the farmers of Tamil Nadu as an agent of Food Corporation of India under Decentralised Procurement System.

(b) Procurement, Storage and Distribution of good quality Rice, Sugar, Wheat, Tur Dal, Palmolein Oil and Kerosene to the family card holders of Tamil Nadu through Fair Price Shops.

(c) Procurement, Storage and Distribution of other Food and Non-Food Commodities on behalf of Government of Tamil Nadu for other State Welfare Schemes.

TNCSC operating the following functional areas.

- i. 308 Godowns with a total storage capacity of 16.06 LMT.
- ii. 1,475 fair price shops (full time shops – 1,247 and part time shops – 228).

- iii. 21 Modern Rice Mills
- iv. 90 Amudham Departmental Stores
- v. 3 Petrol / Diesel Bunks
- vi. 36 Kerosene Bunks
- vii. 4 LPG distribution points
- viii. 3,199 Direct Purchase Centres (as on 26/03/2023)
- ix. 18 Plinth with Covered Roof Paddy Storage Points with a total storage capacity of 2.86 LMT.

5.4 Procurement of Paddy from Farmers:

Tamil Nadu Civil Supplies Corporation has been nominated as an authorized agency of Government of Tamil Nadu to procure paddy under De-centralized Procurement System w.e.f. 01.10.2002. The Co-operative Societies have also been permitted to procure paddy in non-delta districts.

The Direct Purchase Centres are opened based on the request received from the farmers after obtaining orders from the concerned District Collector. During the year 2021 guidelines have been issued by the State Government for setting-up of the Direct Purchase Centres, Purchase procedure, storage and movement of paddy to enable smooth functioning of the DPCs in the State. A District Level Monitoring Committee constituted as follows to monitor the overall functioning of the DPCs:

1. District Collector - Chairman
2. PA (Agri)to Collector - Convener
3. Joint Director, Agriculture - Member
4. Senior Regional Manager / Regional Manager, Tamil Nadu Civil Supplies Corporation - Member
5. Joint Registrar of Co-operative Societies - Member
6. Two representatives of farmers.

The above committee decides about the date and location for setting up Direct Purchase Centres as per requirement. The committee also looks in to the Farmer's grievances immediately thereby improving the operational efficiency of the Direct Purchase Centres.

5.5 Farmer Call Centre: A "Farmer Call Centre" has been set up at the head office of Tamil Nadu Civil Supplies Corporation in Chennai to enable farmers to register their grievances or issues relating to selling their paddy at direct purchase centres (DPCs) in delta and non delta Districts in Tamil Nadu. A Farmer from any part of the State can contact in the Toll free number 1800 599 3540 and register their complaints / problems for getting information.

5.6 Direct Purchase Centres: Considering the significance of the Direct Purchase Centres, the Government is committed to setting up permanent Direct Purchase Centres. Measures for

creating permanent structure for Direct Purchase Centres are being taken up in a phased manner, 589 Direct Purchase Centres are already functioning in own buildings. 80 Direct Purchase Centres with a storage capacity of 250 MTs each at total cost of Rs.50 Crore with financial assistance from NABARD is yet to commence. Steps have been initiated to construct 50 permanent DPCs at total cost of Rs.17 Crore, dovetailing the various schemes of other Government Departments. Drying yards are one of the essential infrastructure for DPCs, to obtain the required moisture level. So far 433 Drying yards have been constructed. In the KMS 2021-22, 43.27 LMT of paddy were procured.

5.7 Minimum Support Price: The paddy is being purchased at the Minimum Support Price fixed by Government of India and the incentive announced by the Government of Tamil Nadu for KMS 2022-2023 as follows:

Paddy Variety	GOI's MSP (per quintal) Rs.	Incentive by Govt. of Tamil Nadu (per quintal) Rs.	Price paid to Farmers (per quintal) Rs.
Grade 'A'	2,060/-	100/-	2,160/-
Common	2,040/-	75/-	2,115/-

Minimum Support Price and Incentive Paid to the Farmers for the Past Years are as follows:

(Quintals)

Sl. NO	KMS	Minimum Support Price Rs.		Incentive by Govt. of Tamil Nadu Rs.		Price paid to Farmers Rs.	
		Grade A	Common	Grade A	Common	Grade A	Common
1	2011-2012	1110	1080	70	50	1180	1130
2	2012-2013	1280	1250	70	50	1350	1300
3	2013-2014	1345	1310	70	50	1415	1360
4	2014-2015	1400	1360	70	50	1470	1410
5	2015-2016	1450	1410	70	50	1520	1460
6	2016-2017	1510	1470	70	50	1580	1520
7	2017-2018	1590	1550	70	50	1660	1600
8	2018-2019	1770	1750	70	50	1840	1800
9	2019-2020	1835	1815	70	50	1905	1865
10	2020-2021	1888	1868	70	50	1958	1918
11	2021-2022	1960	1940	100	75	2060	2015

5.8 Paddy Procurement details for KMS

2022-23: Normally Khariff Marketing Season (KMS) starts from October 1st of every year and ends with 30th of September next year. Based on the request of Hon'ble Chief Minister of Tamil Nadu, the Government of India has permitted to procure paddy from the farmers under Decentralised Procurement System from 01.09.2022 for the KMS 2022- 2023.

SI. NO	NAME OF THE DISTRICT	NO.OF DPCs OPENED	NO.OF BENEFICIARIES	GRADE A	COMMON	TOTAL
1	Ariyalur	56	7760	19710.400	21306.120	41016.520
2	Chengalpattu	116	6343	52097.560	3731.480	55829.040
3	Coimbatore	2	239	1735.160	620.360	2355.520
4	Cuddalore	221	21968	68589.840	75905.400	144495.240
5	Dindigul	14	967	6945.840	227.120	7172.960
6	Erode	71	10604	49132.360	29013.320	78145.680
7	Kallakurichi	28	2416	9890.600	5002.080	14892.680
8	Kancheepuram	95	4083	32887.880	3089.080	35976.960
9	Kanyakumari	10	892	16.680	5108.480	5125.160
10	Karur	19	1973	6391.400	3892.040	10283.440
11	Madurai	143	9967	69278.880	3737.120	73016.000
12	Mayiladuthurai	173	29369	271444.880	7880.680	279325.560
13	Nagapattinam	171	39561	187777.560	79781.040	267558.600
14	Namakkal	2	143	783.480	0.000	783.480
15	Perambalur	25	2150	6150.640	403.760	6554.400
16	Pudukkottai	189	15543	37923.760	63398.040	101321.800
17	Ramanathapuram	101	1488	13673.080	48.600	13721.680
18	Ranipet	37	3497	30498.920	618.520	31117.440
19	Salem	12	760	3825.840	12.920	3838.760
20	Sivagangai	65	10821	52353.080	371.920	52725.000

21	Tenkasi	42	2789	21255.360	2603.200	23858.560
22	Thanjavur	608	93861	442082.440	272876.720	714959.160
23	Theni	16	760	4659.400	213.680	4873.080
24	Tiruchirappalli	110	10995	44228.640	20022.200	64250.840
25	Thirunelveli	72	3619	23116.840	5460.280	28577.120
26	Thiruvallur	73	6879	57069.120	5257.280	62326.400
27	Thiruvanamalai	55	6133	19055.360	5645.280	24700.640
28	Thiruvarur	522	87115	442170.320	281185.560	723355.880
29	Thoothukudi	16	417	2138.120	362.760	2500.880
30	Tiruppur	18	911	5333.160	794.240	6127.400
31	Vellore	12	1477	20249.240	166.520	20415.760
32	Villupuram	68	3312	15805.160	7665.400	23470.560
33	Virudhunagar	37	3754	18335.320	2598.720	20934.040
	TOTAL	3199	392566	2036606.320	908999.920	2945606.240

Till 26.03.2023, Rs.6,321.60 Crore has been released to 3,92,566 farmers. The paddy procurement process is ongoing.

5.9 Procurement of Essential Commodities

5.9.1 Rice: Tamil Nadu Civil Supplies Corporation procures rice for supply under Public Distribution System from central pool allotment under NFSA (National Food Security Act, 2013) through Food Corporation of India and resultant custom milled rice obtained from paddy procured. The average monthly off-take of rice for Universal Public

Distribution System and other welfare schemes is around 3.40 LMT. The gap between the Government of India's NFSA / Targeted Public Distribution System allotment and the monthly off-take under Universal Public Distribution System is met by purchasing the shortfall quantity of rice from the Open Market Sales Scheme. To overcome anaemia and micronutrient deficiency, the Government of India has announced to distribute the Fortified Rice with content comprising of 3 micronutrients viz., Iron, Folic Acid and Vitamin B12 under Public Distribution System, Integrated Child Development Scheme, Mid-Day Meal and other welfare schemes in phased manner. Initially, on Pilot basis the Fortified Rice was distributed to the family cardholders and Integrated Child Development Scheme, Mid-Day Meal and other welfare schemes in Tiruchirappalli District from 01.10.2020 to 31.03.2022. The Fortified Rice is being distributed in Ramanathapuram and

Virudhunagar District for eligible family cardholders from 01.12.2022. TNCSC is distributing the Fortified Rice allocated by the Food Corporation of India for distribution under Integrated Child Development Scheme, Mid-Day Meal Scheme from January 2022.

5.9.2 Wheat: The family cardholders of Tamil Nadu are allowed to get 10 kg of wheat in Chennai City and District Head Quarters and 5 kg in other areas in lieu of rice at free of cost, subject to availability of wheat at the Fair Price Shops. The Government of India is allocating 8,532.354 MTs. of wheat every month to Tamil Nadu under National Food Security Act, 2013.

5.9.3 Ragi: Tamil Nadu Civil Supplies Corporation was permitted by the Government of Tamil Nadu to procure Ragi coarse grain only from small and marginal farmers by opening Direct Purchase Centres under Decentralized Procurement System

through e-procurement system. The Ragi coarse grain is being procured from KMS 2022-23 at the Minimum Support Price fixed by Government of India i.e., Rs.35.78/- per Kg from January-2023 onwards and the procured Ragi coarse grain is slated for distribution to the family of rice cardholders in the Nilgiris and Dharmapuri Districts in lieu of Rice entitlement i.e., 2 kg per card in order to ensure nutritious food grains to the family cardholders.

Ragi Coarse grain Procurement details for KMS 2022-2023

KMS	Number of DPCs Opened	Ragi Procured (Qty. in MTs)	Rate per Kg (in Rs.)	No. of Beneficiaries (Farmers)	Total Amount Paid (in Rs.)
2022-2023 (as on 21.03.2023)	9	442.650	35.78	281	1,58,38,017

5.9.4 Sugar: Tamil Nadu Civil Supplies Corporation procures Sugar from Tamil Nadu Co-operative Sugar Federation Ltd., and procure the additional requirement of sugar i.e., over and above the supply of the sugar by Tamil Nadu

Co-operative Sugar Federation Ltd., from open market through tender process under Tamil Nadu Transparency in tender Act. Sugar is being distributed to the eligible family cardholders as per monthly allotment under Public Distribution System and average monthly off take is 34,066 MTs. The subsidized selling price of sugar for AAY cards is Rs.13.50 per Kg and for other than AAY cards is Rs.25/- per Kg.

5.9.5 Special Public Distribution System:

Procurement with a view to control the prices of essential commodities in open market and to improve the nutritional value of the food basket of the cardholders, the State Government introduced the Special Public Distribution System Scheme with effect from 14.04.2007 for supplying Tur Dal and Palmolein Oil.

The average requirement of Tur Dal and Palmolein Oil per month is 20,000 MTs and

2 Crore litre pouches respectively. The procurement is being done through e-tendering process as per Tamil Nadu Transparency in Tender Act, 1998 and Rules 2000. One kg of Tur Dal and one litre of Palmolein Oil is distributed at the rate of Rs.30/- and Rs.25/- respectively.

Commodity	Monthly allotted quantity (Dal in MTs & Palmolein in pouches)	Quantity issued per card holder	Selling price (Dal per Kg. & Palmolein per Litre)
Canadian Yellow Lentil / Tur Dal	20,000	1 Kg	Rs.30/-
Fortified Palmolein Oil	2,00,00,000	1 litre (910 gms)	Rs.25/-

5.10 Modern Rice Mills (MRM): Tamil Nadu Civil Supplies Corporation is having its own 21 Modern Rice Mills (MRMs), with a monthly hulling capacity of 52,500 MT. Boiled Rice is hulled in 15 MRMs and Raw Rice is hulled in 6 MRMs. In order

to improve hulling capacity and quality of rice, these MRMs are being modernized in a phased manner. In addition to that, to improve the quality of Rice in the Modern Rice Mills, the Colour Sorter Machines are installed and good resultant Rice are obtained.

List of TNCSC owned Modern Rice Mills producing Boiled Rice with Hulling capacity is given below: -

Sl. No	Region	No of Modern Rice Mills	Mill Capacity Per Month (In MTs)
1	Thanjavur	3	7500
2	Thiruvarur	2	5000
3	Mayiladuthurai	3	7500
4	Cuddalore	1	2500
5	Tiruchirappalli	1	2500
6	Madurai	1	2500
7	Sivagangai	1	2500
8	Tirunelveli	1	2500
9	Thiruvannamalai	1	2500
10	Chengalpattu	1	2500

List of TNCSC owned Modern Rice Mills producing Raw Rice with Hulling capacity are given below: -

Sl. No	Region	No of Modern Rice Mills	Mill Capacity Per Month (In MTs)
1	Mayiladuthurai	1	2500
2	Cuddalore	1	2500
3	Coimbatore	1	2500
4	Thiruvannamalai	1	2500
5	Kallakuruchi	1	2500
6	Villupuram	1	2500

5.11 Hulling Capacity of Hulling Agents:

Tamil Nadu Civil Supplies Corporation owns 21 MRMs with the monthly capacity of 52,500 MTs. Further, TNCSC has appointed 602 regular hulling agents with the monthly capacity of 9,74,991 MTs and 140 part time hulling agents with the monthly capacity of 1,45,840 MTs. In order to improve the quality of rice, Colour Sorter Machines are installed in all the MRMs.

The details of TNCSC appointed Private Hulling Rice Mills with Hulling capacity are as follows: -

Particular	Number of Hulling Agents			Hulling Capacity (In MTs)		
	Boiled Rice	Raw Rice	Total	Boiled Rice	Raw Rice	Total
Regular Hulling Agents	375	227	602	598756	376235	974991
Part Time Hulling Agents	140	-	140	145840	-	145840
Total	515	227	742	744596	376235	1120831

Region wise number of Private hulling rice mills (regular) are given below with hulling capacity: -

Sl. No	Region	Number of Private Hulling Agents	Mill Capacity Per Month (In MTs)
1	Ariyalur	3	7200
2	Chengalpet	8	11900
3	Chennai (North)	26	64100
4	Coimbatore	4	2920
5	Cuddalore	8	17100
6	Dharmapuri	75	86050
7	Dindigul	3	3900

8	Erode	32	46015
9	Kallakurichi	19	27575
10	Kancheepuram	13	24900
11	Karur	3	6900
12	Krishnagiri	55	78200
13	Madurai	19	33075
14	Mayiladuthurai	4	6600
15	Nagapattinam	6	9950
16	Namakkal	1	3000
17	Perambalur	2	10000
18	Pudukottai	32	46250
19	Ranipet	17	24750
20	Salem	3	3500
21	Sivagangai	17	20500
22	Tenkasi	23	19400
23	Thanjavur	38	86371
24	Theni	1	1000
25	Thirunelveli	8	8000
26	Thiruppur	29	29605
27	Thiruvallur	51	103130
28	Thiruvanamalai	10	19050
29	Thiruvarur	26	66340
30	Tiruchirappalli	38	68810
31	Tuticorin	2	1800
32	Vellore	5	9975
33	Villupuram	10	10925
34	Virudhunagar	11	16200
	Total	602	974991

5.12 Infrastructure Developments

5.12.1 Godowns: Tamil Nadu Civil Supplies Corporation manages a total number of 308 Godowns. Out of these 269 Godowns are owned by TNCSC with a storage and handling capacity of 14.37 lakh MT and the balance 39 Godowns having 1.69 lakh MT capacity are hired from Central Warehousing Corporation, Tamil Nadu Warehousing Corporation, Co-operatives and other private parties for storage. To reinforce the storage facilities for ensuring safe storage of the commodities meant for the Public Distribution System, several steps are being continuously taken by the Department. Further, in order to enhance the Godown capacity at Taluk level the Government has announced construction of 12 New Taluk Godowns in 8 Districts with a total capacity of 28,000 MT at an estimated Cost of

Rs.54 Crore by availing Financial assistance from NABARD. Work is under progress.

The Details of Godowns Managed by Tamil Nadu Civil Supplies Corporation are as follows: -

Sl. No	Particular	Operational Godowns		Buffer Godowns		Total Godowns	
		No.	Capacity (MTS.)	No.	Capacity (MTS.)	No.	Capacity (MTS.)
1	Owned	217	764318	52	673555	269	1437873
2	Hired - Private	12	25450	-	-	12	25450
3	Hired - (Co-op)	4	11694	1	2500	5	14194
4	T.N.W.C.	15	46646	5	33950	20	80596
5	Hired – Govt. Sect	-	-	1	8500	1	8500
6	C.W.C	-	-	1	40000	1	40000
	Total	248	848108	60	758505	308	1606613

5.12.2 Covered Godowns for Storage of

Paddy: Apart from the above Godowns, from May 2021 to till date 117 number of additional Godowns have been hired from CWC, TNWC, Agri-marketing, Co-operatives, Sugar Mills with 6.90 LMT storage capacity for storing paddy. The details of Godowns hired by TNCSC for Storing Paddy are as follows: -

Particular	Number of Covered Godowns	Capacity (MTs.)
Hired – Paddy Storage Godown	117	6905257

5.12.3 Plinth with Covered Roof Paddy

Storage Points: To safeguard the procured paddy from the natural disasters, the Hon'ble Chief Minister has ordered to create new paddy storage points with plinth and covered roof. Accordingly, in 10 Districts of Tamil Nadu at 18 locations with a total capacity of 2,86,350 MT at an estimated cost of Rs.238.08 Crore by availing financial assistance from NABARD.

The details of Plinth with covered Roof Storage Points for storing Paddy are listed below:

Sl. No	Region	Location	Capacity in MT	Estimated Value (Rs in Crore)
1	Thanjavur	Chennampatti	2500	2.24
		Thittakudi	6000	5.60
		Pillaiyarpatti	50000	27.27

2	Thiruvarur	Thiruvarur	7250	4.38
		Pudhukudi	4500	4.69
		Mudikondan	7000	7.68
3	Ariyalur	Thehur	15000	13.62
4	Pudukottai	Aliyanilai	40000	35.90
		Thulaiyanur	12500	11.10
5	Madurai	Kappalur	18000	13.20
6	Sivagangai	Pallathur	39600	29.18
		Enathi	6000	6.34
		SIPCOT (Manamadurai)	15000	16.25
7	Tiruchirappalli	Irungalur	10000	5.55
		Adavathur	14000	7.11
8	Tuticorin	Meelavittan	4000	4.18
9	Myladuthurai	Edamanal	25000	31.25
10	Thiruvallur	Uthukkottai (Gurupuram)	10000	12.50
	Total		286350	238.08

5.13 Fair Price Shops: Tamil Nadu Civil Supplies Corporation also runs 1,475 Fair Price Shops. Out of this, 51 Fair Price Shops are functioning in

Tamil Nadu Civil Supplies Corporation owned buildings and 709 shops are in private buildings. In addition to this, 715 Fair Price Shops are functioning in other Government buildings. Region wise Fair price Shops maintained by Tamil Nadu Civil Supplies Corporation are as follows: -

Sl. No	Region	Number of Fair Price Shops		Total
		Full Time Shop	Part Time Shop	
1	Ariyalur	2	-	2
2	Chennai [North]	324	-	324
3	Chennai [South]	143	-	143
4	Coimbatore	54	-	54
5	Dharmapuri	32	11	43
6	Dindigul	19	-	19
7	Erode	14	1	15
8	Kancheepuram	32	-	32
9	Chengalpet	2	-	2
10	Kanyakumari	102	41	143
11	Karur	2	-	2
12	Krishnagiri	34	2	36
13	Madurai	29	-	29
14	Namakkal	44	1	45
15	Nilgiris	23	5	28
16	Perambalur	1	-	1
17	Pudukkottai	17	3	20
18	Ramanathapuram	19	-	19

19	Sivagangai	23	-	23
20	Tenkasi	79	87	166
21	Thirunelveli	46	48	94
22	Thiruvallur	6	-	6
23	Thiruvannamalai	3	-	3
24	Tiruppathur	22	-	22
25	Thiruppur	6	-	6
26	Tiruchirappalli	20	-	20
27	Tuticorin	82	26	108
28	Vellore	36	-	36
29	Virudhunagar	31	3	34
	TOTAL	1247	228	1475

5.14 Other Services provided by Tamil Nadu Civil Supplies Corporation

5.14.1 Amudham Departmental Stores: With an objective of selling essential commodities and fast moving consumer goods at reasonable rate to general public, the Tamil Nadu Civil Supplies Corporation operates 90 Amudham Departmental stores.

5.14.2 Petrol / Diesel Bunks: Petrol / Diesel bunks are also operated by the Tamil Nadu Civil Supplies Corporation at Neyveli - Cuddalore Region, Thirupathur - Thirupathur Region and Pattukottai – Thanjavur Region.

5.14.3 LPG Distribution Points: Tamil Nadu Civil Supplies Corporation has been doing agency work of LPG distribution at Tiruchirappalli - Tiruchirappalli Region, Arani - Tiruvannamalai Region, Rameswaram and Mandapam- Ramanathapuram Region.

5.14.4 Kerosene Bunks: The Tamil Nadu Civil Supplies Corporation operates 36 Kerosene bunks for issuance of PDS Kerosene to eligible card holders as follows:

Sl. No.	Details of Kerosene bunk	Number of Kerosene bunks
1.	Wholesale	02
2.	Wholesale cum Retail	05
3.	Retails	29
Total		36

5.14.5 Issue of Commodities to Amma Unavagam: Tamilnadu Civil Supplies Corporation is supplying Rice for all Amma Unavagam functioning in all Districts and also supplying wheat in Chennai District. The details of

commodities issued to Amma Unavagam are as follows:

Sl. No	Year	Rice (quantity in MTs.)	Wheat (quantity in MTs.)
1	2022-23 Upto February 2023	5782.233	735.980

5.15 Other Support Services

5.15.1 Sale of Arasu Salt: Two Varieties of "Salt" namely Refined Free Flow Iodised Salt and Crystal Iodised Salt being supplied by Tamil Nadu Salt Corporation are sold in Tamil Nadu Civil Supplies Corporation owned Fair price shops for the benefit of General public. Refined Free Flow Iodised Salt sold at Rs. 10/- per packet (1 kg) and Crystal Iodised Salt sold at Rs.8/- per packet (1 kg).

5.15.2 Sale of Ooty Tea and TANTEA: Ooty Tea and TANTEA are sold in TNCSC., Fair Price Shops and Amudham Departmental Stores at Rs. 22/- per packet (100grams) Ooty Tea and at Rs.21 per packet (100 grams) TANTEA.

5.15.3 Sale of Aavin Ghee: Aavin Ghee is being sold in TNCSC., Fair Price Shops and Amudham Departmental stores at Rs. 75/- per Jar (100 ml).

5.16 Quality control system: Quality Standards are enforced at all levels by implementing grade specification with reference to analysis. Utmost care is taken at all stages to ensure the quality of Food Commodities. Various Food commodities such as Paddy, Rice, Wheat, Sugar, Ragi, Tur Dal, Palmolein Oil etc., are being stored in the TNCSC Godowns on Scientific lines. For assessing the quality of commodities, TNCSC follows the Standard Operating Procedure (SOP) of Mixed Indicator Method for determining the age of milled rice stocks during acceptance of CMR Milled Raw Rice. Tur Dal confirming to AGMARK standard alone is being accepted at TNCSC Godowns spread across the State.

Chapter - 6

TAMILNADU WAREHOUSING CORPORATION

6.1 The Tamil Nadu Warehousing Corporation has been established to provide scientific storage structures for ensuring protection of quality and quantity of the stored agricultural produces benefiting the farmers and the allied trading institutions. The Tamil Nadu Warehousing Corporation has been functioning since 2nd May 1958 which was initially established under the Agricultural Produce (Development and Warehousing) Corporation Act, 1956, and now under the Warehousing Corporations Act, 1962. The Tamil Nadu State Government and the Central Warehousing Corporation (CWC) are the two shareholders of this Corporation holding 50% shares each.

6.2 Organisational Setup : The important decisions in Tamil Nadu Warehousing Corporation are taken by the Board of Directors which includes 6 representatives from the State Government side, includes the Chairman and 5 representatives from the Union Government side. Each Warehouse is run by a Warehouse Manager with the supporting staff under the supervision of Regional Managers. There are 7 Regional offices with Headquarters at Mettupalayam, Kancheepuram, Cuddalore, Salem, Tiruchirappalli, Dindigul and Tirunelveli monitoring the Warehouses in that region. Tamil Nadu Warehousing Corporation also has 7 senior level Assistant General Managers at head office coordinating the warehouse operations under the overall executive directions of the Managing Director. The Tamil Nadu Warehousing Corporation operates 269 godowns at 60 locations with an overall sanctioned strength of 656 employees.

6.3 Storage Capacity of Godowns: To store agricultural produces, seeds, manures, fertilizers, agricultural implements and notified commodities offered by the Government Departments, Farmers / Traders, Co-operative Societies and other Institutions presently the Tamil Nadu Warehousing Corporation operates warehouses at 60 locations with 269 Godowns with a total storage capacity of 7.60 Lakh MTs. The Tamil Nadu Warehousing Corporation has maintained an average occupancy of 84% during the financial year 2021-2022 which earned a revenue of Rs.84.52 Crore and for the current financial year the monthly average occupancy position till February 2023 is 77% with an expected revenue of Rs.85.71 Crore. To facilitate and improve occupancy, rebates in rates are offered to Government departments, Corporations and to priority private depositors.

6.4 Quality Control Measures: The Tamil Nadu Warehousing Corporation is committed to ensure safe storage and quality of stocks. This Corporation has long years of experience in handling scientific storage methods using the latest technology of curative measures. The staffs have been given suitable training on the usage of chemicals and application of different methods of quality control to avoid storage Loss of agricultural products. Due to continuous monitoring, the storage loss is very minimal and it was only 0.03% during the financial year 2022-2023, as against the admissible storage loss of 0.5%.

6.5 Pest Control Services: The Tamil Nadu Warehousing Corporation also takes up Pest control Service as an allied activity under the Disinfestation Extension Service Scheme (DESS). This Corporation provides Pest Control Services like rat control, termite control, anti-termite

treatment in pre and post construction of buildings, mosquito control and general disinfestations. During the year 2022-2023, this corporation has carried out the pest control activities to the tune of Rs.66.51 Lakhs, out of which an amount of Rs.30.14 Lakhs has been collected, in which the net revenue to the corporation is Rs.13.26 Lakhs.

6.6 Financial Performance: The Corporation has realised a net profit of about Rs.22.23 Crore during the financial year 2021-2022 in which 30% on net profit has to be given as dividend and in which 50% of amount is given as an interim dividend which amounts to Rs.3.33 Crore to both the shareholders, Government of Tamil Nadu & Central Warehousing Corporation.

6.7 Credit Facilities for Negotiable Warehouse Receipts (NWRs): Out of the 60 Warehouses owned by the Tamil Nadu

Warehousing Corporation, it had got registered all its 58 Warehouses, which are used for storing Agricultural products registered under Warehousing Development and Regulatory Authority (WDRA). The Tamil Nadu Warehousing Corporation received the award for achieving the first position at the National level for registering the highest number of Warehouses under Warehousing Development Regulatory Authority (WDRA). This Corporation has created awareness among the farmers about the benefits of NWRs and has issued 50 Negotiable Warehouse Receipts (NWRs) during the financial year 2022-2023 and a sum of Rs.16.71 Crore has been availed as bank loan by the farmers / traders by pledging these NWRs.

6.8 Construction: In our continuous efforts to increase the warehousing performance, during the year 2022-2023 the Tamil Nadu Warehousing Corporation is constructing modernised new

additional Godowns with 3400 MT capacity at a cost of Rs.2.4 Crore each, at Pudukkottai, Thirumangalam and Ranipet warehouse premises.

6.9 Achievements during the year 2022-2023:

- i. The Warehousing development Regulatory Authority (WDRA), New Delhi awarded the first prize to Tamil Nadu Warehousing Corporation for registration of highest number of Warehouses under Warehousing development Regulatory Authority (WDRA) among all other State Warehousing Corporation at the National Level.
- ii. The Tamil Nadu Warehousing Corporation had Completed Computerisation of accounting entries and Implementation of e-Office at Head Office, Regional Office and Warehouses during this current financial year.

CONCLUSION

Universal Public Distribution System has ensured Food Security to all and helped in Socio Economic Development of Tamil Nadu. The Government would take efforts to supply millets along with Rice and Tur Dal to further enhance supply of nutritious food to all. 2023 has been declared as International Millet Year. In this year, two kilograms of Ragi, one of the millets would be supplied in lieu of rice to the cardholders of Dharmapuri and the Nilgiris Districts. Public Distribution System outlets would be facelifted providing facilities to the family cardholders making them happy by enhancing the services. Our Government and the Department would ensure Food Security and nutritious food to all and strive continuously for the Socio Economic Development of Tamil Nadu.

R. SAKKARAPANI,
Minister for
Food and Civil Supplies



“Kala Aayvil Muthalvar”

Hon'ble Chief Minister made a surprise visit to inspect a paddy godown in Tiruvarur.



**Rain and Plentiful crops will ever dwell together in the country
of the king who sways his sceptre with justice
- Thiruvalluvar**

Hon'ble Chief Minister reviewing the functions of Food and Consumer Protection Department.



**Conference of Food Ministers of State and Union Territories
in New Delhi.**



**If we weigh the excellence of a benefit which is conferred
without weighing the return, it is larger than the sea**

- Thiruvalluvar

Hon'ble Chief Minister issued appointment orders on compassionate ground to 75 legal heirs of employees of Tamil Nadu Civil Supplies Corporation who died in service and orders to 591 seasonal employees making them permanent and distributed Golden Jubilee cash incentive to 12,177 employees.



Though the benefit conferred be as small as a millet seed, those who know its advantage will consider it as large as a Palmyra tree

- Thiruvalluvar

Hon'ble Youth Welfare and Sports Development Minister **Thiru. Udhayanidhi Stalin** introduced IRIS based Aadhar Authentication for supply of PDS commodities.



**Courage, a liberal hand, wisdom and energy;
these four are qualities a king adorn for evermore
- Thiruvalluvar**

Hon'ble Chief Minister Inaugurated 2023 Pongal Gift Hamper Scheme

“என்னருந் தமிழ்நாட்டின் கண்
எல்லோரும் கல்வி கற்றுப்
பன்னருங் கலை ஞானத்தால்,
பராக்கிரமத்தால், அன்பால்
உன்னத இமய மலைபோல்
ஓங்கிடும் கீர்த்தி யெய்தி
இன்புற்றார் என்று மற்றோர்
இயம்பக் கேட்டிடல் எந்நாளோ!”

அந்நாளை நோக்கி-----